



## COMMONWEALTH OF MASSACHUSETTS

### DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 09-1

June 4, 2009

Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to General Law Chapter 159, Section 16, of the telephone service quality of Verizon New England Inc., d/b/a Verizon Massachusetts, in Berkshire, Hampden, Hampshire, and Franklin Counties.

---

#### **NOTICE OF PUBLIC HEARING**

On June 1, 2009, the Department of Telecommunications and Cable ("Department"), pursuant to G. L. c. 159, § 16, opened a regional investigation of Verizon Massachusetts' ("Verizon") telephone service quality in Berkshire, Hampden, Hampshire, and Franklin Counties ("Regional Service Quality Investigation") and consolidated existing Verizon telephone service quality investigations for the Towns of Hancock and Rowe and petitions regarding Verizon's telephone service quality by the Towns of Shutesbury and Egremont into the Regional Service Quality Investigation.

The Department will hold public hearings to receive comments pursuant to the Regional Service Quality Investigation on the following dates and locations:

- Franklin County: Tuesday, June 23, 2009, 6:00 p.m.-9:00 p.m., at Greenfield High School Cafeteria, 1 Lenox Avenue, Greenfield.
- Hampshire County: Wednesday, June 24, 2009, 6:00 p.m.-9:00 p.m., at JFK Middle School Auditorium, 100 Bridge Road, Florence.
- Berkshire County: Tuesday, June 30, 2009, 6:00 p.m.-9:00 p.m., at Berkshire Community College Robert Boland Theatre, 1350 West Street, Pittsfield.
- Hampden County: Wednesday, July 1, 2009, 6:00 p.m.-9:00 p.m., at Westfield State College, Scanlon Hall, 62 School Street, Westfield.

Members of the public and elected officials are invited to attend and comment. Persons wishing to comment on this matter may appear at the public hearing or file written comments with Catrice C. Williams, Secretary to the Department of Telecommunications and Cable, Two South Station, 4<sup>th</sup> Floor, Boston, Massachusetts 02110. Written comments must be filed no later than the close of business (5:00 p.m.) on Friday, July 10, 2009. Written comments intended to be part of the evidentiary record in any subsequent adjudicatory hearing must be signed and accompanied by an affidavit attesting to the veracity of the facts contained therein.

Any person who desires to participate in any subsequent adjudicatory proceeding concerning the Regional Service Quality Investigation must file a written petition for leave to intervene or to participate in the proceeding ("leave to intervene") with Catrice C. Williams, Secretary, Department of Telecommunications and Cable, Two South Station, 4<sup>th</sup> Floor, Boston, Massachusetts 02110, no later than the close of business (5:00 p.m.) on Friday, July 10, 2009. A petition for leave to intervene must satisfy the timing and substantive requirements of 220 C.M.R. § 1.03. Receipt by the Department, not mailing, constitutes filing and determines whether a petition has been timely filed. A petition filed late may be disallowed as untimely, unless good cause is shown for waiver under 220 C.M.R. § 1.01(4). To be allowed, a petition under 220 C.M.R. § 1.03(1) must satisfy the standing requirements of G.L. c. 30A, § 10. A procedural conference will be held after intervention has been established, at which time a procedural schedule will be established for the efficient, orderly, and timely conduct of this adjudication.

If possible, please submit a copy of all nonproprietary written pleadings, comments, or petitions to intervene to the Department in electronic format by e-mail attachment to [dtc.efiling@state.ma.us](mailto:dtc.efiling@state.ma.us) and [Catrice.Williams@state.ma.us](mailto:Catrice.Williams@state.ma.us). The text of the e-mail must specify: (1) the docket number of the proceeding, D.T.C. 09-1; (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. The electronic filing should also include the name, title, and telephone number of a person to contact in the event of questions about the filing. Text responses should be formatted as either Microsoft Word or Adobe PDF compatible files. Data or spreadsheet responses should be compatible with Microsoft Excel. All comments submitted in electronic format will be posted on the Department's web site: <http://www.mass.gov/dtc>.

Any person desiring further information regarding this notice may contact: Kalun Lee, Hearing Officer, Department of Telecommunications and Cable, Two South Station 4<sup>th</sup> Floor, Boston, Massachusetts, 02110, e-mail [Kalun.Lee@state.ma.us](mailto:Kalun.Lee@state.ma.us).

By Order of the Department

/s/ Catrice C. Williams  
Catrice C. Williams, Secretary